

## A Report Card From Missourians – 2009

A summary by Organizational Results

### Background

ETC Institute completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance and identify the transportation services and improvements that are most important to Missourians. The study involved a survey that asked questions to populate five MoDOT Tracker measures and assess the public's support for various ways of raising and appropriating revenue for transportation. ETC Institute obtained a representative sample of each of the 10 MoDOT districts, with a minimum of 350 respondents per district.

### General Satisfaction Findings

- More Missourians are satisfied with the job MoDOT is doing. Overall satisfaction was at 85%, up 7% from last year and all Districts experienced an increase from 2008. *(Figure 1 & Appendix A)*
- Customer perception that MoDOT is the "primary transportation expert" increased greatly from previous years (91.5%, up 6% from last year). *(Figure 2)*
- Missourians increasingly agree that MoDOT provides accurate, timely and understandable information about projects in their area. *(all increased at least 3% from last year) (Figure 3-5)*
- Missourians increasingly agree that MoDOT considers their needs and views in decision-making. *(73%, up 8% from last year) (Figure 6)*
- More Missourians are satisfied with transportation options than in the past two years. Sixty-eight percent (68%) indicated satisfaction on the report card, an increase of 11% from last year. *(Figure 7)*
- More than three-fourths (81%) of Missourians list "road conditions" and "potholes" as their main areas of dissatisfaction. *(Figure 8)*
- Eighty-nine percent (89%) of the residents indicated that they trust MoDOT to keep its commitments to the public and 11% did not. *(Figure 9)*

### Funding Findings

- Missourians continue to choose tolling as the most acceptable revenue generating method for transportation. However, the 30% that selected tolling is down 4% from last year. Increasing sales taxes continued to be the second choice among Missourians at 19%, which also was down by 3% from last year. Increasing fuel tax, the third choice, saw the biggest gain at 15%, up 7% from last year. Increasing car registration and license fees, the fourth choice, lost the most support at 11%, down 10% from last year. A new option, replacing gas tax with vehicle mileage/travel tax, was introduced this year with a level of support of 9%. Missourians who independently selected "None of these" remained the same as last year at 16%. *(Figure 10)*
- Ninety-six percent (96%) of the residents, who had an opinion, indicated that they thought funding for transportation in Missouri should increase (57%) or stay the same (39%) over the next five years. *(Figure 11)*
- More than two thirds (67%) of residents, who had an opinion, agreed with the statement "MoDOT did a good job putting money from the Federal Stimulus Package to use quickly"; nineteen percent (19%) gave a neutral response, and 14% disagreed with the statement. *(Figure 12)*



Figure 1

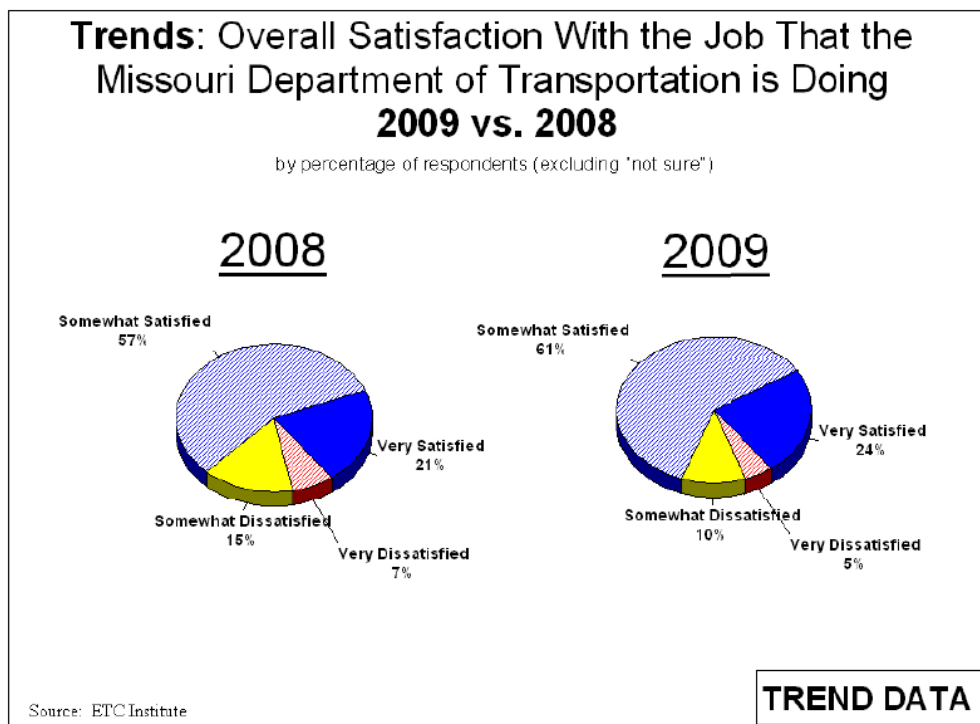


Figure 2

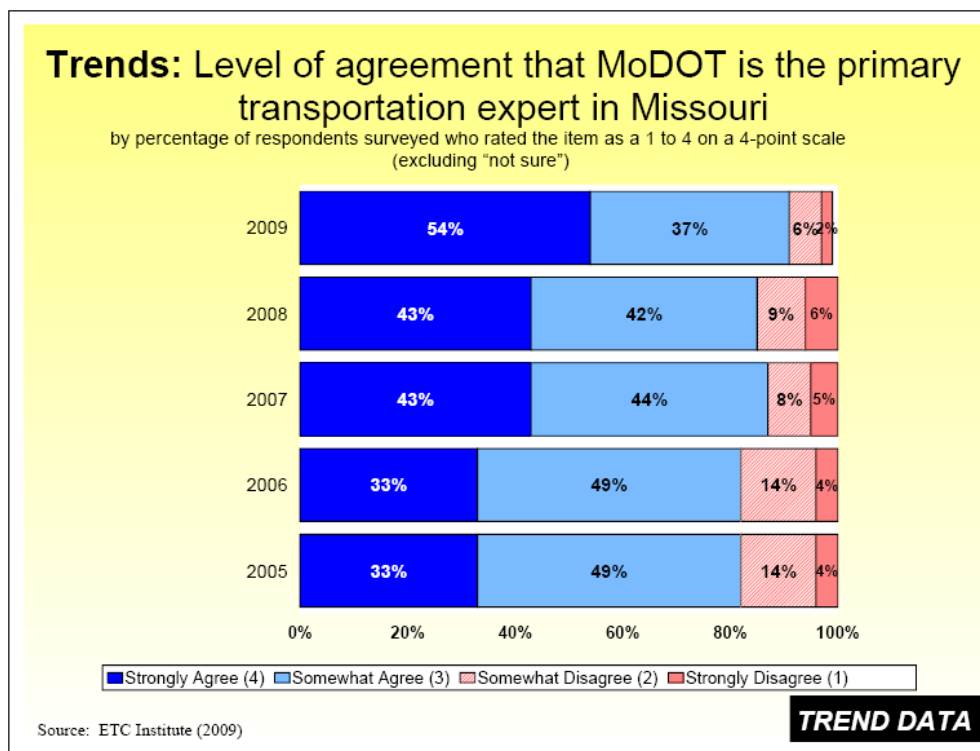


Figure 3

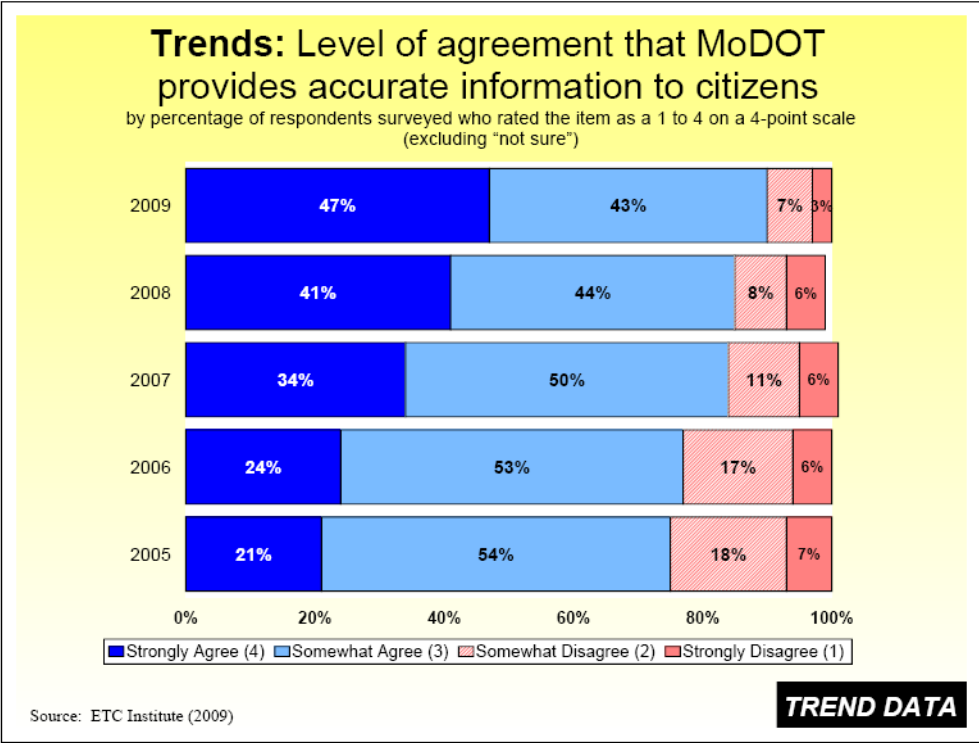


Figure 4

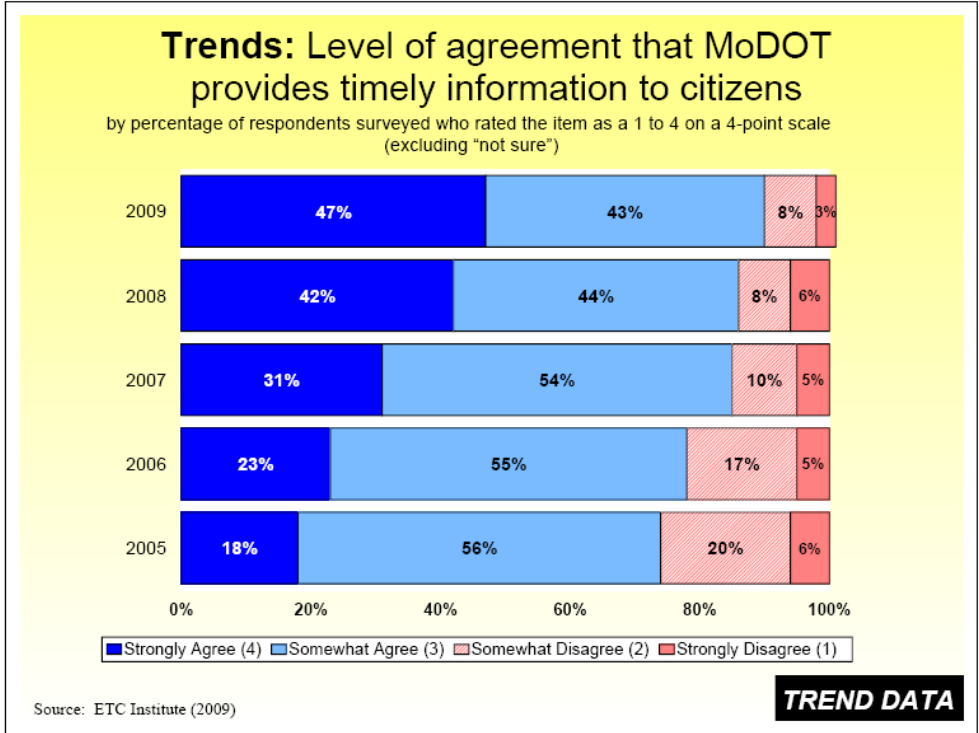


Figure 5

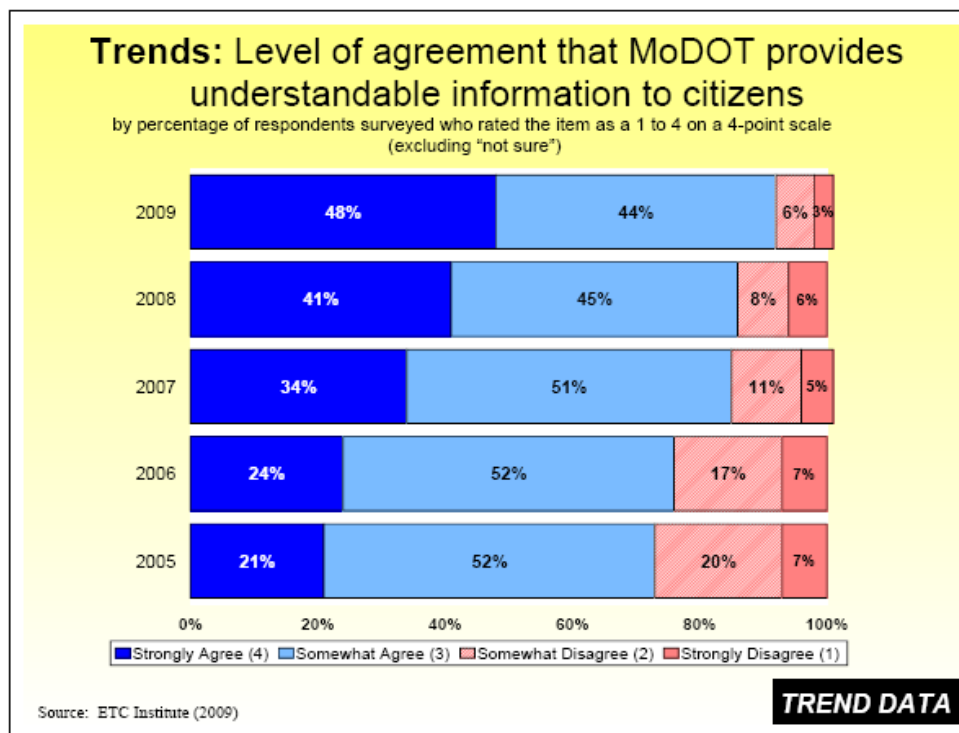


Figure 6

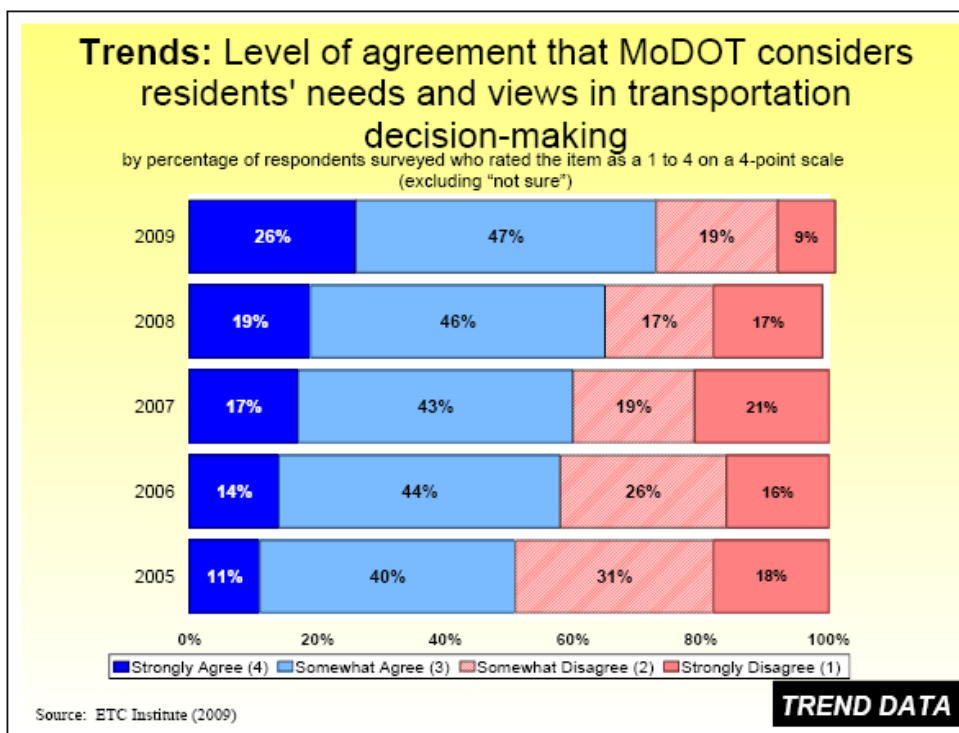


Figure 7

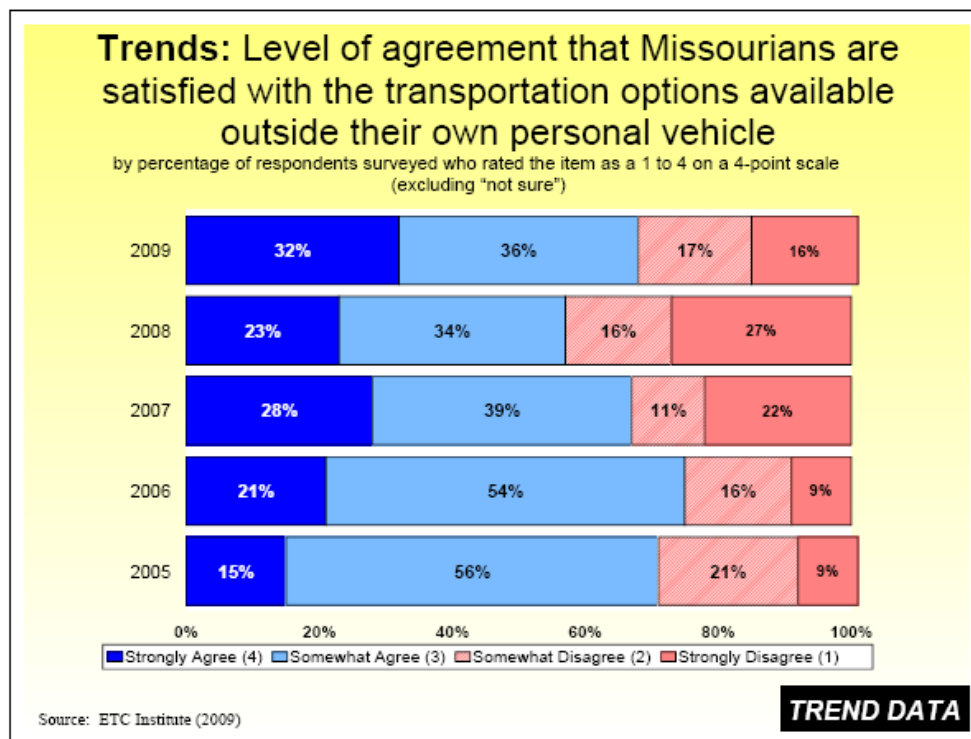


Figure 8

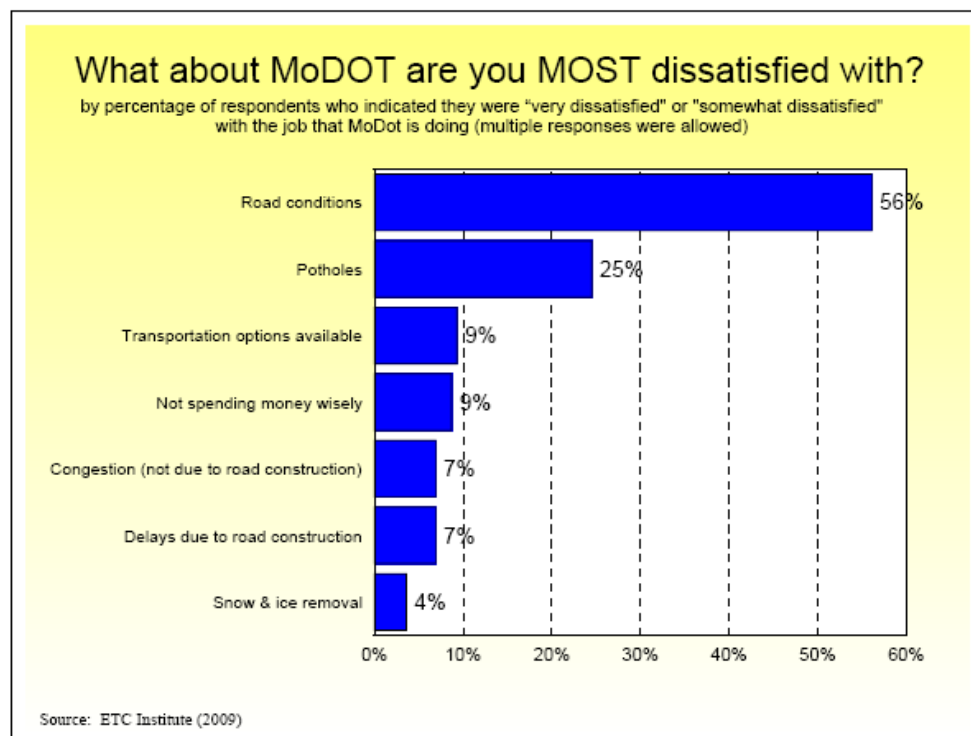


Figure 9

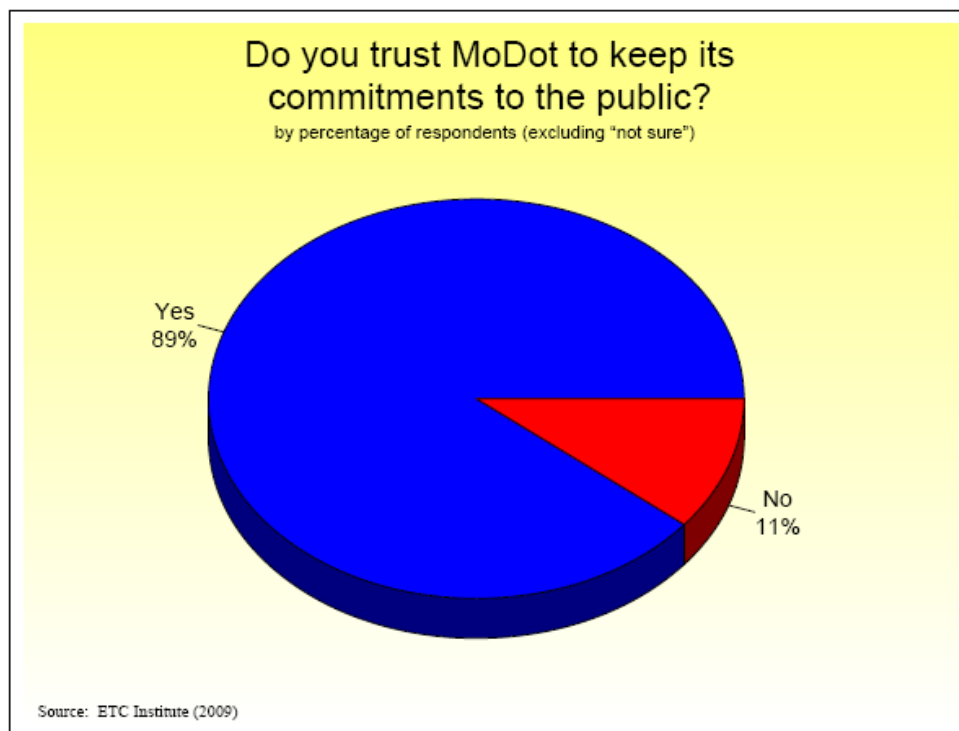


Figure 10

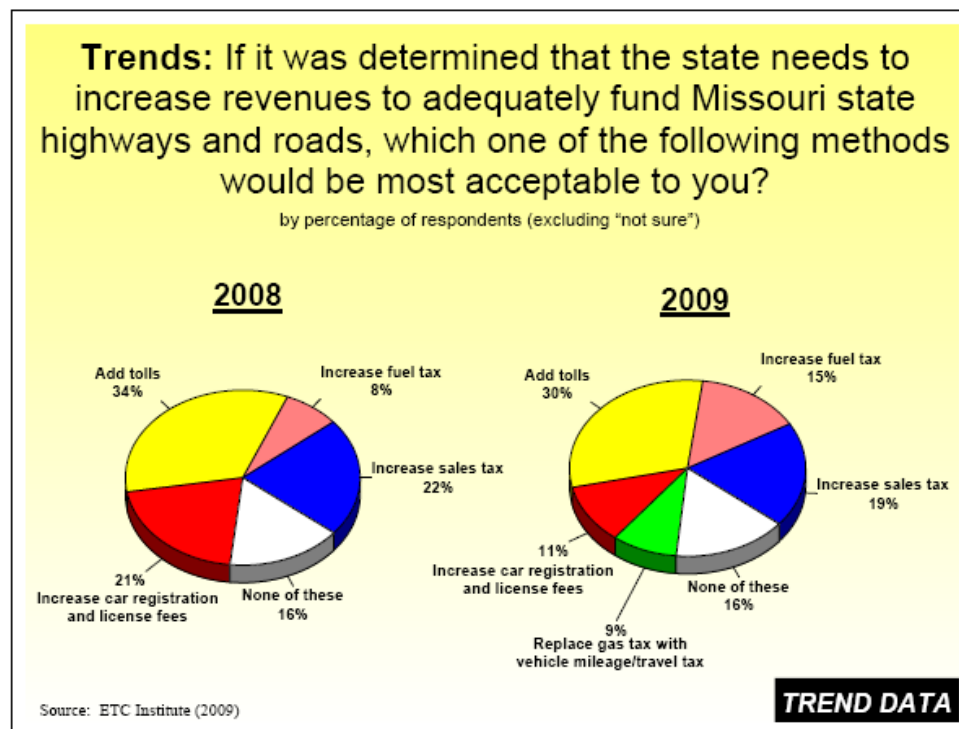


Figure 11

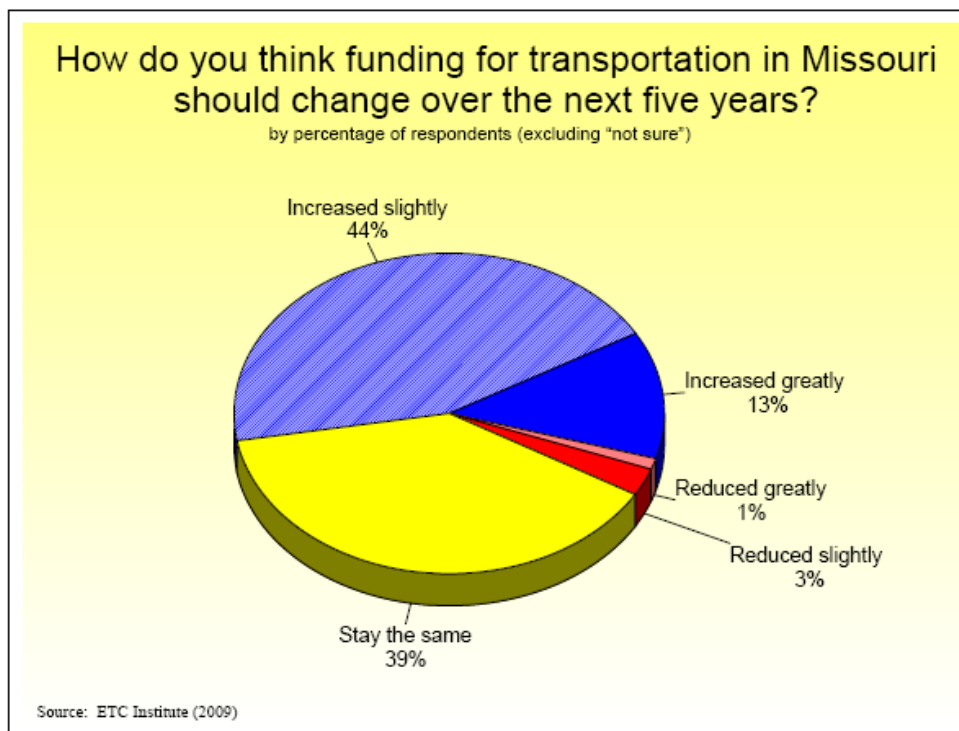
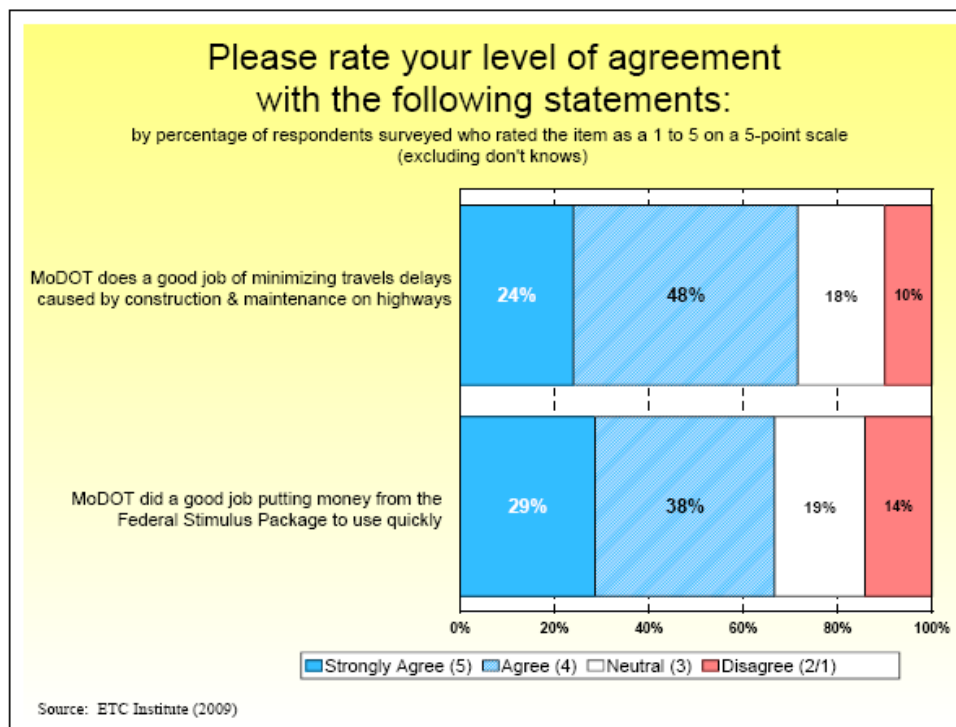


Figure 12

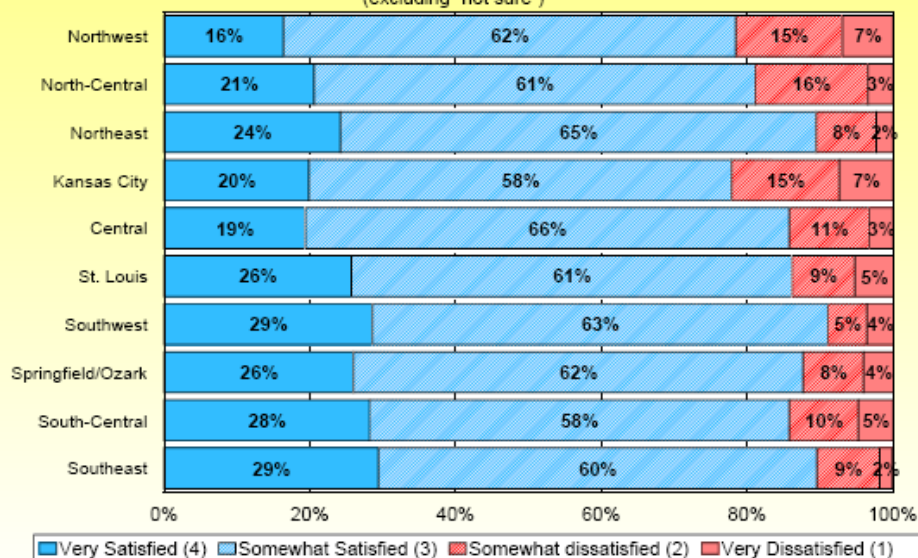


**Appendix A:**  
District Trends on MoDOT Tracker measures



## Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by District

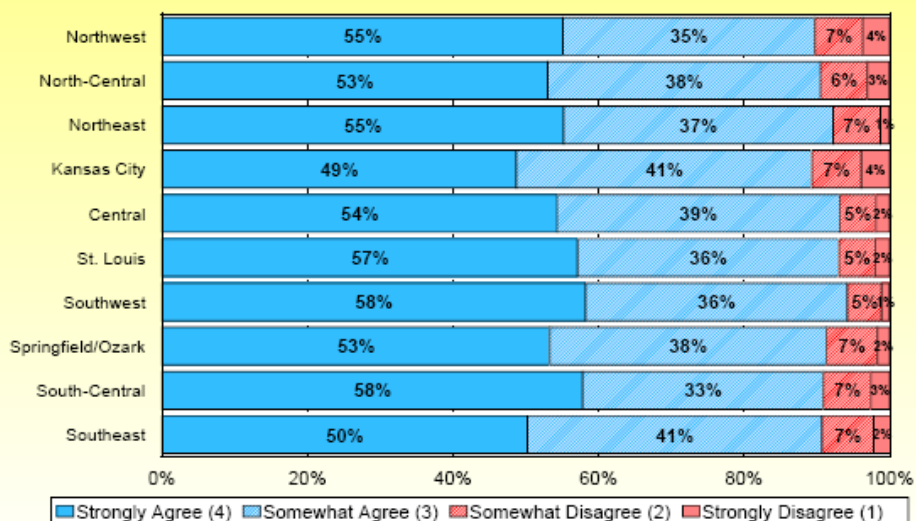
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale  
(excluding "not sure")



Source: ETC Institute (2009)

## Q2e. MoDOT is the primary transportation expert in Missouri by District

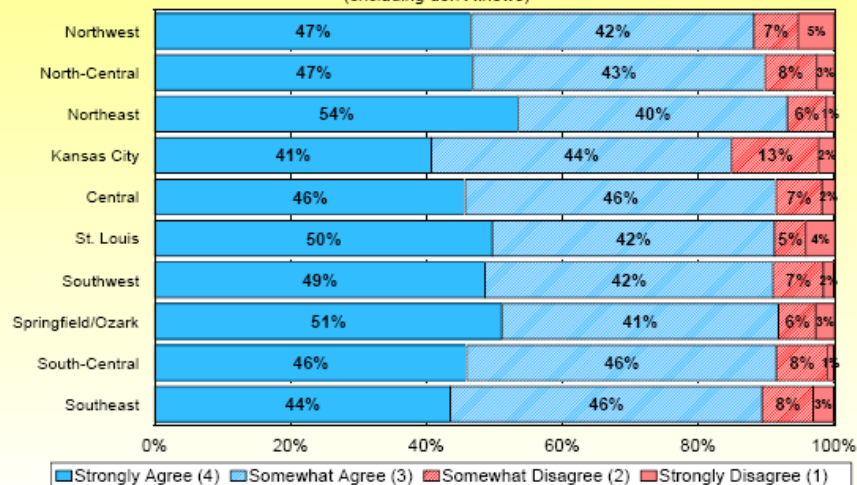
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale  
(excluding don't knows)



Source: ETC Institute (2009)

## Q2b. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones by District

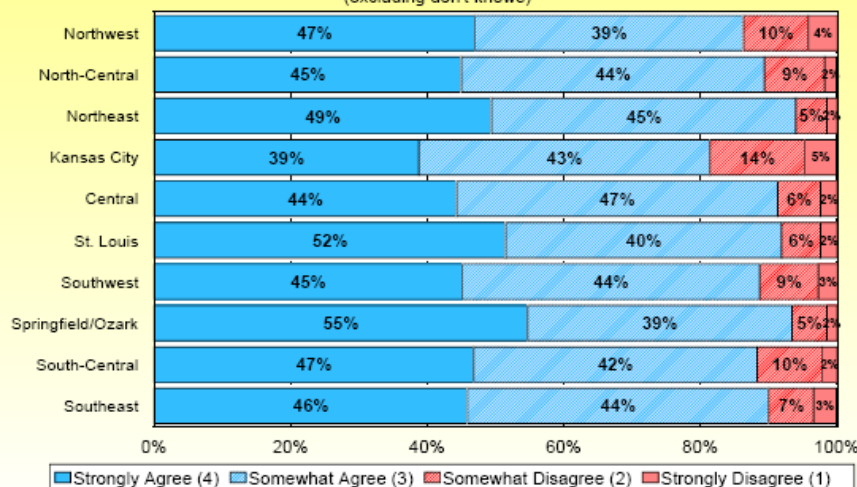
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

## Q2a. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones by District

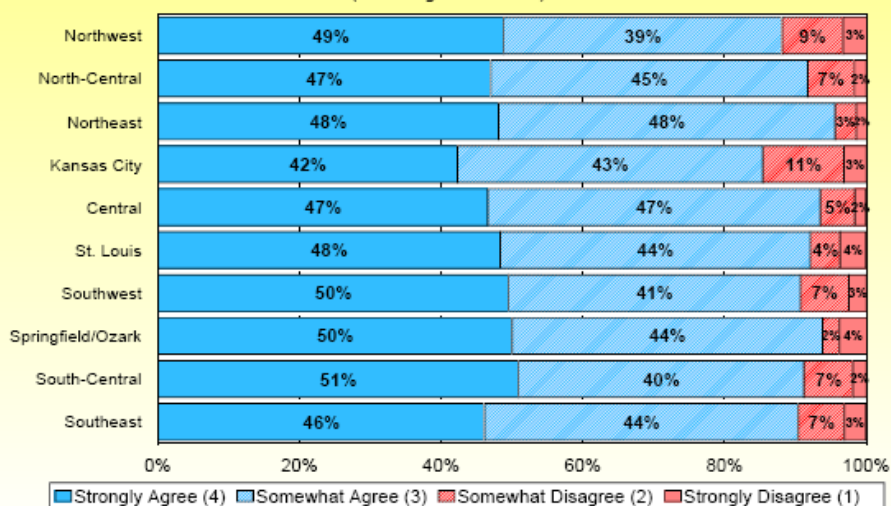
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

### Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones by District

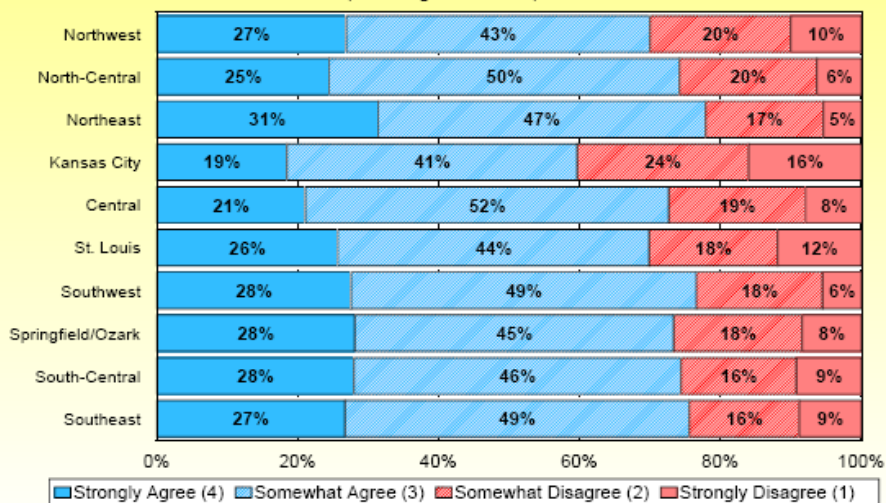
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale  
(excluding don't knows)



Source: ETC Institute (2009)

### Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by District

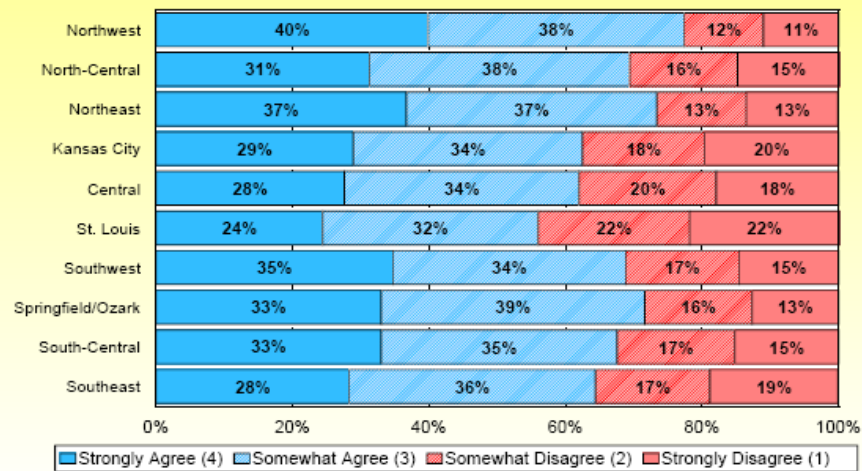
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale  
(excluding don't knows)



Source: ETC Institute (2009)

**Q2f. Are you satisfied with the transportation options available to you besides your own personal vehicle?  
by District**

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale  
(excluding don't knows)



Source: ETC Institute (2009)